

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF DELAWARE**

IN THE MATTER OF THE INVESTIGATION	)	
INTO THE BUSINESS AND MARKETING	)	PSC COMPLAINT DOCKET
PRACTICES OF HORIZON POWER & LIGHT,	)	NO. 355-08
LLC (FILED OCTOBER 15, 2008)	)	

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**NOTICE OF PUBLIC COMMENT SESSIONS  
CONCERNING THE SERVICE, MARKETING AND  
BUSINESS PRACTICES OF  
HORIZON POWER & LIGHT LLC**

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A Hearing Examiner of the Delaware Public Service Commission ("the Commission") will conduct public comment sessions on the following dates to allow members of the public to comment on and to share their experiences with the service provided by Horizon Power & Light LLC ("Horizon"):

<u>TIME</u>	<u>DATE</u>	<u>LOCATION</u>
7:00 P.M.	03/30/09	Carvel State Office Bldg.  "Auditorium" (Mezzanine Level),  820 French Street, Wilmington,  DE
7:00 P.M.	03/31/09	Public Service Commission  861 Silver Lake Blvd.,  Dover, DE
7:00 P.M.	04/01/09	Delaware Technical & Community  College, (DTCC)

Theatre (Arts and Science Ctr.)

Rt. 18 & Seashore Highway

Georgetown, DE

7:00 P.M.                      04/02/09      Delaware State Police: Troop 2

The Community Room

100 Lagrange Ave

Newark, DE 19702

*Anyone who plans to attend the Public Comment Session is urged to consult the Commission's website on the day of the respective session for cancellation of or changes to the time, place or date of the event.*

#### **BACKGROUND**

On October 15, 2008, the Staff of the Delaware Public Service Commission filed a formal complaint against Horizon Power and Light, LLC ("Horizon"), an electric supplier, subject to regulation by the Commission under 26 Del. C. Chapter 10. The complaint asserts that Horizon engaged in a variety of unlawful and deceptive business and marketing practices in violation of the Commission's Rules for Certification and Regulation of Electric Suppliers, adopted in Commission Order No. 7078 (Nov. 21, 2006). Specifically, the Complaint alleges that Horizon:

1. Failed to give customers thirty (30) days notice of price changes;
2. Charged customers unlawfully high electric rates;
3. Made misrepresentations and used deceptive practices in the direct solicitation of customers;

4. Engaged in a practice referred to as "cramming" and/or "slamming;"

5. Engaged in unlawful activities such as failing to provide customers with contract documents;

6. Sent customers contract documents that had not been approved by the Commission;

7. Raised customers' rates without proper notice;

8. Misled customers by creating the impression that solicitations from Horizon were being made by representatives of or on behalf of Delmarva Power & Light;

9. Misrepresented to customers or to potential customers price reductions for electric rates;

10. Charged customers improper cancellation fees;

11. Prematurely terminated customer contracts; and

12. Charged customers a rate in excess of Horizon's contract rate.

Copies of the Complaint, Horizon's answer, and other documents relating to this case are available for public inspection during normal business hours at the Commission's office located at 861 Silver Lake Boulevard, Cannon Building, Suite 100, Dover, DE 19904. The documents can also be viewed by appointment (302-577-5077) at the Division of the Public Advocate, located on the 4<sup>th</sup> Floor, Carvel State Office Building, 820 North French Street in Wilmington.

### WRITTEN COMMENTS

For interested persons who cannot attend the public comment sessions or who may want to submit written comments in support of remarks made at the public comment sessions, written comments from the public will be accepted on or before June 5, 2009. Written comments should be submitted to the Commission at 861 Silver Lake Boulevard, Cannon Building, Suite 100, Dover, Delaware 19904.

If you are disabled and need assistance to participate in this matter, contact the Commission to discuss arrangements for such assistance. You can contact the Commission directly or by telephone at (302) 736-7500 (including text telephone) or toll-free at 1-800-282-8574 (Delaware only). Questions or inquiries can also be made by Internet e-mail addressed to [david.bonar@state.de.us](mailto:david.bonar@state.de.us) or [kevin.neilson@state.de.us](mailto:kevin.neilson@state.de.us).